

TITAN
Entertainment Ticketing Solution V4.0
Suggested Trial Procedures

Reports

Each day accounting or auditing personnel shall print:

1. For the current audit day's sales:
 - a. Select one box office user (rotating users each day) and print the Audit Detail Report for each user run by point of sale to include tickets, tax, payments, service charges and discounts, referred to hereafter as Report A.
 - b. Daily Report by User for all users.
 - c. Daily Report run for all users.
2. For each of the current audit day's events:
 - a. Audit Detail Report run by event to include tickets, tax, payments, service charges and discounts, referred to hereafter as Report B.
 - b. Event Summary.
3. For month-to-date:
 - a. Event Summary for each show to include all performances for the month (month-to-date).
 - b. Daily Report run for the month.

Box Office Ticket Sales

Each day accounting or auditing personnel shall:

1. For the user selected in #1a) above, foot the Audit Detail Report (Report A) and trace totals to the Daily Report by User run for the selected user for the following categories:
 - a. Ticket sales
 - b. Discounts
 - c. Service Charges
 - d. Settlement type (cash, room charge, comp, Visa, American Express, etc.)
2. Reconcile each settlement type turn-in from the soft count and accounting documentation to the Daily Report by User for the selected user.
3. Foot the totals from each Daily Report by User and trace to the Daily Report run for all users.

4. Using the Audit Detail Report (Report A), on a sample basis such that each price type is selected at least once, verify that ticket sales are reported properly based on price type and ensure service fees and discounts are properly applied and taxes are properly calculated.
5. In order to ensure the Audit Detail Report (Report B) for a specific performance contains all tickets sold for that performance regardless of the date of sale, perform the following procedures beginning on the 5th day of the trial:
 - a. Select one performance for the current audit date. Run the Audit Detail Report (Report B) for that performance.
 - b. Select 5 random prior ticket sales dates. Run the Audit Detail Report (Report A) for the 5 selected ticket sales dates.
 - c. Using these 5 reports, select 5 tickets sold and 2 refunded tickets from each report for the current audit day's sample performance.
 - d. Ensure these tickets appear on the Audit Detail Report (Report B) for the current audit day's sample performance.
6. For the performance selected in step #5 above, using the Audit Detail Report (Report B) foot the tickets sold and the discounts. Subtract the discounts from the tickets sold total and trace to the tickets sold Net total on the Event Summary run for that performance. Using the Audit Detail Report (Report B) foot the complimentary tickets sold and the per ticket service charges and trace to the Event Summary run for that performance.

End of Month

1. Run the Event Summary for each show to include all performances for the month. Verify the clerical accuracy of the month-to-date total Net sales and service charge amounts by footing the daily Event Summaries run for each performance.
2. Run the month-to-date Daily Report. Verify the clerical accuracy of the month-to-date total ticket sales, discounts, and service charge amounts by footing the Daily Reports and tracing these totals to the month-to-date Daily Report.

Credit Card Fees

If the Titan Technology Entertainment Ticketing Solution system will be used for compliance with Entertainment MICS #17 the following steps must be performed at month end:

Note: For credit card rates that are static for the month and that apply only one rate to the settlement regardless of the processing method then the contractual rate is to be configured in the system for that credit card type. For credit card

rates that are not static for the month and/or apply a different rate to a credit card settlement based on the method of processing then a 0% rate is to be configured in the system for that credit card type. The application of any variable credit card rate must be applied outside of the system at month end.

1. For each performance selected in step #5 above, foot each credit card payment type using the Audit Detail Report (Report B) and trace to the corresponding settlement type on the Event Summary run for that single performance.
2. Using the month-to-date Event Summary report generated for all performances of the selected show foot each credit card payment type daily total from the daily Event Summaries and trace to the month-to-date Event Summary.
3. Verify the accuracy of the Rate Amount column on the Event Summary by multiplying the settlement amount by the credit card fee rate percentage.

Note: The settlement payments on the Audit Detail Report (Report B) for multishow tickets will include the payment on tickets for all shows in that sale. Therefore multishow ticket payments will need to be adjusted to exclude tickets sold for other events in order to arrive at the credit card payments associated with the sample event.